Bangalore Electricity Supply Company Limited

(Wholly owned by Government of Karnataka Undertaking)

No: BESCOM/BC-48/GM(CR)/AGM(CR-5)/2025-26/2302-2306
Encl:

Office of the
General Manager (CR)
BESCOM, Corporate Office,
Bangalore 560 001
Date: 12 SEP 2025

Proceedings of the pre-bid meeting held on 06.09.2025 @ 12.0PM at conference hall, 3rd Floor, Belaku Bhavana, Corporate Office, K.R Circle BESCOM, Bangalore in respect of Digitalisation of Consumer Grievance Redressal Forum (CGRF) process and Auto escalation of complaints for a period of five years invited vide Tender enquiry No: BESCOM/2025-26/SE0286.

Officers present in the meeting:

Sl. No	Name	Designation
1	Smt. Pushpa S.A	Chief General Manager (Electy.), CA&MIS
2	Sri. Rajoji Rao M.L	General Manager (Elec.), Customer Relation
3	Smt. Vaishali B.S	Assistant General Manager,(Ele.), Customer Relation

Name of the Prospective Bidders attended the Pre-Bid Meeting:

1	Sri. Srujan	M/s. Anuvak Solutions Private Limited
2	Sri.Veeresh.N	M/s. NSOFT (India) Services Pvt Ltd
3	Sri. Manohar.N	M/s.BCITS Private Limited

The Chief General Manager (Electy.), CA & MIS, BESCOM being in the Chair, welcomed the members and the prospective bidders present in the meeting.

The General Manager (Elec.), brought to the notice of the members that, the subject Tender has been invited and the same has been published in KPPP portal on 01.09.2025 , due date for submission of bid is 16.09.2025 , date of opening of Techno commercial bid is scheduled on or after 18.09.2025 and that the amount put to tender is Rs. 368.33 Lakhs.

The Chief General Manager (Electy.), asked the prospective bidders to put forth the queries if any one by one, related to the tender published.

Some of the prospective Bidders have sent their queries through e-mail, some have submitted during the meeting and some have requested for techno-commercial sheet to fill the

QR details. The clarifications to the queries raised w.r.t tender documents are enclosed as Annexure – 1 and the techno-commercial sheet in which the data to be filled by the Bidder is attached as Addendum and the Bidders are requested to download the techno-commercial sheets and same shall be filled and uploaded.

In order to avoid ambiguity of the tender clause, it is proposed to mention as "during the last 5 years" instead of mentioning specific years i.e., FY 2020-21, 2021-22, 2022-23, 2023-24 & 2024-25 in the qualifying requirements stipulated in the Sl. No. (6) of clause No. IB 18.0 of Section '1', Instruction to Bidders (IB) and the corrected clause is attached as "Corrigendum- 1"

The necessary clarifications / corrigendum / Addendum consequent to the pre bid queries shall be issued in the KPP Portal against the bid enquiry No. : BESCOM/2025-26/SE0286.

The Meeting was concluded with Vote of Thanks.

12/09

(Rajoji Rao M. L.)
General Manager (Elec.)
Customer Relation
BESCOM, Corporate Office
Bengaluru

Copy to:

1. The Chief General Manager (CA& MIS), Corporate Office, BESCOM.
2. The TA/PS to MD, BESCOM to place before the Managing Director, BESCOM for kind information
3. The PS to D(T), BESCOM to place before the Director(Technical), BESCOM for kind information
4. The PS to D(F), BESCOM to place before the Director(Finance), BESCOM for kind information
5. M/F.